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# A survey of extended library-hour service in Sam Jonah Library

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# **A SURVEY OF EXTENDED LIBRARY-HOUR SERVICE IN SAM JONAH LIBRARY, UNIVERSITY OF CAPE COAST**

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## **Sam Jonah Library, University of Cape Coast**

Libraries, as social units, are hub of knowledge in diverse formats for every facet of human needs. They are opportune places where effective learning and assimilation can be achieved. The composed atmospheric nature of modern libraries accommodates users with diverse needs. Academic libraries are progressively determined to provide ways to support in the development and retention of academic success in universities.

The educational trends in universities are compelling effects on students' request for longer opening hours in libraries for their learning processes. Examination periods are seen to be peak periods for library use because libraries become best domiciles for students' effective studies. They are periods where students need serene environment to spend longer hours to prepare for examinations. Most academic libraries normally experience higher patronage of spaces or seats rather than information acquisition by their users. Owing to the limited space to accommodate large student numbers during examination periods, most academic libraries have extended-hour service beyond the traditional core hours.

The University of Cape Coast Library was founded in 1962. The library was formerly at the Old site of the University and was later moved to the current building at the new site in 1999. The library is a three story building with sitting capacity of about 2000 seats. The main users of the library are students, faculty members, researchers and staff of the University and the university community. In 2016, the name of the library was changed to Sam Jonah Library.

The library began a special twenty (20) - hour library extended service within the end of second semester in 2005/2006 academic year. The service was a pilot initiative; the overwhelmed patronage statistics through its hourly headcounts were motivating to maintain the service. The idea of extended-hour service of the library during examination times were routed by students and were as the results of power crisis that the country faced at the time. The period had adverse effects

on the socio-economic well-being of Ghanaians as well as students of higher education level since they relied on electricity for normal academic and other lifestyle activities. The library's back up power supply was the major power source on campus, especially during the night hours for students.

The library, in its quest to provide active support for academic activities and to further strengthen its pivotal role of complementing teaching, research, and extension programs, took up the mandate to extend its service, especially during examination periods upon the request from the Students Representative Council (SRC) of the University. For the purpose of the service, the library began to extend its opening time from Monday 9:00am-Sunday 5:00am, and had a three-shift system (morning-evening, evening-night, night-morning) instead of the usual two-shifts (morning-evening, evening-night) respectively during examination periods. The special service usually commences a week before the end of each semester examination to the end of examinations. Averagely, the extended-hour service lasts for four to five weeks.

For the purpose of the extended service hour, the members of library staff are put into three groups to offer this routine service with necessary monetary and transportation motivation from management of the University. Major library activities are shifted to the provision of reference services to clients, with the basic aim of helping users who are mostly students with needed information, conducive and convenient environment to prepare for examination.

Academic libraries have devised different ways to response to pressures from users, such as extending opening hours of libraries, especially during examination periods. Libraries across the globe have adjusted or are extending their opening hours to meet user-demands, while other libraries have adjusted opening hours, some have expanded their facilities to create serene environment for conducive learning, and information access. For example, the Balme Library of University of Ghana has extended 24-hour service facility for users. University of Ilorin library introduced the extended- hour service during the examination periods of 2008/2009 academic session (Ajala et al., 2014).

## **Statement of the Problem**

Academic libraries as centers for knowledge acquisitions and environments for learning strive to help students to achieve their educational potentials. The continuous huge numbers of students in universities have compelled these libraries to go all out to extend their time of service for the students, especially during examination periods to enable them have maximum time, space and needed information for their studies.

Also, academic libraries due to their serene nature are opportune places for proper assimilation of learning by students in examination seasons. In spite of the increasing body of knowledge in this aspect, there is evidence of limited literature as regards to students' academic outcomes as a result of library extended-hour service in this area of study. For these reasons that the study sought to investigate extended library-hour service in Sam Jonah Library, especially its impacts on the users during examination periods.

## **Purpose of the study**

The study tried to examine students' expectations pertaining to library services during examination periods with the view of making recommendations based on findings.

## **Objectives of the study**

The objectives of the study were to:

1. Establish purposes of library visits during extended library hours
2. Find out whether the extended- hour service has enhanced students' academic performance.
3. Determine the challenges users encounter during library's extended-hour service.

## **Significance of the Study**

Research results are basic guide for policy formulation and informed decision making process. In view of this, the outcome of the study would be a yardstick for the library management to measure the progress of the extended-hour service, address other challenges and improve on the service to meet users' expectations.

The study would serve as a reference point to other academic libraries who might wish to render the extended-hour service during examination period to their users.

Also, the findings of this study would be used as an additional guide to other academic libraries who provide similar midnight service practices to improve upon their services.

Finally, the result of the study would contribute to knowledge in the area of library extended hour service during examination periods.

## **Literature Review**

The study focused on the review of related literature on library extended hour service during examination period. This was captured under the following sub-headings:

- Extended service hours in academic libraries
- Library patronage during night hours
- Importance of extended library service hour
- Security during extended library hour
- Barriers of extending library service hours

## **Extended service hours in Academic Libraries**

Extending service hours means opening libraries beyond core schedules. Academic libraries are socially inclusive and strive to be accessible to all users regardless their geographical location. This enables users to have maximum access to library facilities and gain professional assistance for their information desires. Academic libraries are also gateway into the world of information resources; they represent the country's greatest educational, economic, political and socio-cultural information resources. Nevertheless, to remain relevant and effective, the library must provide services that are appropriate to map up with technological advancement for users to derive maximum benefit from them.

The expansion of service hours which is espoused globally by academic libraries is to maximize access to libraries by opening at a time that would suit their wide users. It is to also

respond to demands of current library users for more flexible opening hours. Extended service hours operations by libraries are done regularly, but for few weeks towards the end of each semester.

Studies have indicated that some libraries are yet to adopt the extended overnight service. Saka (2010) studied the trends in extended hours of library services in both the developed world and Africa and found out that the service was more common in the developed world than in Africa. The issue of opening hours is more needed in the light of technological changes as it provides convenience access to the library at any point in time by users, which can be recipe to improve academic performance, alter the pattern of socio-economic developments of societies, and improve lives and to meet general expectations of users. Adapting to extension service hours by libraries need to be addressed based on users' point of view.

### **Library patronage during night hours**

The complex, comprehensive and compact nature of the university education requires maximum hours to enable one to prepare adequately for examinations. Individuals by nature have best times which are suitable for studies and assimilation; this could be during dawn, morning, afternoon, evening or at night. Libraries are mostly considered as points for effective learning during examination periods. Saka (2010) indicated that more students patronized the extended service hour in the University of Ilorin library during examination periods. Library users require secured, responsive, and quiet place to study and libraries should make it priority to extend service hours based on the demands and needs of their users. A study by Curry (2003) showed that users valued the library because of its quiet and pleasant ambiance and convenient location. Library extended service hour is important to students because it helps them in their preparations for examinations and probably improves their academic performance.

Contrarily, Sowell and Nutefall (2014) argued that the bid for extended service hours by students do not involve the entire students body but few vocal students. This further suggests that libraries should decide on extending hours based on the demands and needs of their institutions. Academic libraries are liaisons between universities and students providing access to information resources in prints and electronic resources, provide study spaces, and also hold close kinship

with students and their academic success. Therefore user expectations should be prime to libraries because failure in addressing these needs might hinder libraries from achieving their purpose of existence.

Although students are mostly seen as major users of library night hour services, other users or researchers also take advantage of the time to carry out other research activities. Ravenswood, Stephens, and Walton (2015) concluded in their study that undergraduate students were major advocates for library space and night hours for their academic activities.

### **Importance of extended library service hour**

An Evidence from studies shows that library users derive maximum benefit from library extended hour service programme during examination periods. The night service hours by libraries help to address issues of study spaces and provide most convenient atmosphere for learning.

The general perceptions are that nights are desired time for learning and produces high retention and recall of knowledge. Nights present quiet atmosphere which are less distractive for studies. A research by Ajiboye and Bankole (2013) revealed that the extended services of the library helped students tremendously as it prevented them from distractions from classrooms and halls/hostels and to study well for their examinations. Therefore, libraries that do not provide overnight service during examination periods to users may disfranchise users from preparing adequately for their examinations.

According to Saka (2010) most students were emphatic that the overnight service hours by the library improved their academic performance. Therefore, the expanded library service hours should be adopted by libraries to achieve academic success.

Besides, the perceived high internet speed at nights can be an attribute to high patronage of library night hour service by users. Research by Scarletto, Burhanna and Richardson (2013) reported the use of library services during late night hours and indicate that the service was highly patronized because of the university's internet network access, library's computer systems, as well as online databases among others.

Nevertheless, huge statistics of attendance to library services cannot be the only determining factor to measure performance achievement by libraries but the need to look beyond to find out whether these services meet the needs of users of day and the future.

### **Security during extended library hours**

Security is to ensure the protection of valuables against human and natural agent. Information resources in libraries can be secured when member of staff are security conscious over them. Crime related activities in academic libraries are not focused on library information resources of libraries only but it involves the theft of other personal belongings such as handbags, purses, calculators and notebooks are equally common (Akor, 2013). With the current dispensation of technologies, electronic devices such as mobile phones, lap tops and other handy device have become targets of unscrupulous people in libraries; these people pose as library users or students but with different motives. Security issues are major concerns in academic libraries, cases of theft of library materials and other valuables of users are becoming rampant in libraries this explains the move by libraries to adopt crime detection tools such as closed-circuit television (CCTV) cameras to reduce crime.

Insecurity can threaten the patronage of some library services and resources thereby hindering the library from achieving its purpose. Ajala et al... (2014) observed that students were not content with security provisions in libraries during the extended service hours. Academic libraries need to beef up security mechanisms to curtail crime to secure the safety of users.

Also, security concerns of libraries over their users cannot be limited within the boundaries of the library but outside the library as well, collaborative efforts by librarians and campus security personnel, is paramount, especially during night hours of library operations, this would ensure the security of people in and around the library and enhance library usage and information access.

Breach in security on campuses may lead to low patronage of night service hours by libraries since users may feel insecure. To bridge this gap, Smith (2007) researched on Georgia Southern University and observed that overnight service of the library needs to be also staffed with security experience. Akor (2013) revealed that security personnel cannot be reliant over their ability to identify library information resources and prevent them from getting filched. He further



suggested that libraries should rather place trained library personnel at the check points in the library to safeguard the place.

### **Barriers of extending library service hours**

The academic libraries are client oriented; information needs of users are their core mandate. The doors of these libraries are always opened to meet the expectations of their heterogeneous users, especially in this current dispensation where information is exclusively important in every aspect of life.

Libraries that are committed to offer overnight service hours to users during examination periods does that in a wake of some challenges. The duty schedules of library staff during the extended service hours can be distressful for some of them. For example, Olorunshola and Awolola (2001) reported that staff were unable to go to other social functions, attend to family matters and also arrived home late after work due to delays. Libraries in their bid to meet users' expectations should also consider the well-being of library staff as well. There should be flexibility in duty schedules of library staff so that those with pressing home assignment can be considered.

In addition, most libraries tend to have few staff during their operations of extended- hour services during examination periods because staff are usually put into groups to operate the library at different schedules, which seem to create extra responsibilities to them. A research by Agboola (2001) revealed that the 24-hour library services provided additional duties to staff as they were made to rearrange library furniture for users. Staff might be overburdened with obligations such as shelving of more library materials as well as increase in demand for other services from users.

Another issue of the extended hour services that library staff and cleaners may have to contend with is filth from foods and drinks by users of the library, this can also result to rodent infestations which are very harmful to library materials.

Security issues in academic libraries during extended hour services in examination periods need more to be desired. Adeyemi et al... (2013) reported that "the most frequently faced challenge during the night hours was "theft cases of laptop computers" as well as loss of bags and personal

effects”, relentless efforts are needed to curb this canker to make libraries safer places for midnight use.

## **Methodology**

This study concentrated on the extended library hour service in Sam Jonah Library, University of Cape Coast, by looking at its influence on the academic performance of students. A descriptive survey was embraced for this study. According to Keller and Warrack (2000), descriptive surveys depend on direct contact with those persons or a sample of those whose characteristics, behaviours or attitudes are relevant to a specific investigation. The purpose is to generalize from a sample to a population so that inference can be made about some characteristics, attitude or behaviour of the population.

The population of the study constituted students from the undergraduate and postgraduate levels, researchers, lectures, staff and other information seekers in the library. Questionnaires were the sole data collection instrument for the study. Structured questionnaires which included open and closed- ended questions were designed based on the objectives of the study.

Accidental sampling technique was employed to sample 500 library users. This sampling technique was used because the researchers wanted to know the caliber of the respondents who made good use of the extended-hour service by the library. The instrument for the data collection was tested in order to ensure its content validity. Corrections were made and defects were removed by an expert in Information Studies.

The results of the questionnaires were put together analytically as primary data. In order to conveniently interpret the data, the collected questionnaires were statistically analysed using the Statistical Package for Social Sciences (SPSS) software. To aid easy and quick interpretation of data, descriptive statistics such as frequencies, percentages, and tables were used to present the results of the analysis. The questionnaire retrieved and analysed were 471 out of 500, representing a response rate of 94.2%.

The respondents for the study are shown in table 1 below.

**Table 1: Academic Level of the Respondents**

Academic level	Frequency	Percent (%)
100	199	42.0
200	116	25.0
300	44	9.0
400	73	15.4
500	18	4.0
600	10	2.0
PhD	8	2.0
Others	3	0.6

The table 1 result showed that 199(42%) of the respondents were in level 100. 116(25%) percent were in level 200. Another 44(9%) and 19(4%) were in level 300 and 500 respectively. In addition, 10(2%) were in level 600 and 8(2%) were PhD candidates and the remaining 3(0.6%) of the respondents were other researchers, such as research assistants, lecturers, etc. This indicates that different categories of library users in the university community were represented in the study.

### **Presentation of result**

**Table 2: Demographic Information of Respondents**

Gender	Frequency	Percentage
Male	259	55
Female	212	45
Total	471	100

From table 2, it can be seen that 259 (55%) of the respondents were male while 212(45%) of the respondents were female. This implies that male students were more than female in this study which attests that the University of Cape Coast is dominated by male students.

**Table 3: Frequent Time of Library Visit During Extended Hours**

Time interval	Frequency	Percent (%)
9am-4pm	118	25.0
4pm-10pm	103	22.0
10pm-5am	242	51.0
Non Response	8	2.0
Total	471	100

Result in table 3 indicates the number of times the clientele visited the library during the extended service hours, which is popularly known as Third Shift. 242 (51%) of the respondents visited the library from 10pm-5am. 118(25%) and 103 (22%) also visited the library from 9am-4pm and 4pm-10pm respectively. While 8(2%) of the respondents said that they visited the library any time they wanted. They did not have a particular time in which they visit the library.

**Table 4: Purpose of Library Visit during Extended Library Service Hours**

Item	Agree	Strongly Agree	Disagree	Strongly Disagree	Neutral
To get a place to learn	132 (28%)	215(46%)	5 (1%)	1(0.2%)	3(0.6%)
The library has conducive environment	224 (48%)	69 (15%)	3(0.6%)	0 (0%)	8(2%)
For faster internet access	174 (37%)	251(53%)	5(1%)	2(0.4%)	6(1.2%)

For constant power supply	143 (30%)	186(39%)	123(26%)	6(1.2%)	13(3%)
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The extended hours of library services have positive effects on research works, academic activities as well as academic performance of students among others. In order to comprehend how respondents perceived the benefits of using the library during the extended service hours. The results in Table 4 indicates that 224 (48%) of the respondents affirmed that they visited the library due to its serene environment. In addition, 69 (15%) of the respondents agreed strongly that the serene nature in the library motivated them to visit the library, but 8 (2%) of them were indecisive as to whether the conduciveness of the environment influenced them to visit the library or not. Also, 215 (46%) of the respondents strongly agreed that they visited the library because they needed a place to study. 132 (28%) of them confirmed of mostly visiting library for the purposes of place to learn. Meanwhile, 5(1%) of the respondents were opposed of visiting the library during extended service hours due to place but 3 (0.6%) of the respondents were neutral about the statement.

The internet has become a major drive for which users patronize academic libraries. It is believed night hours are best times to access the internet for information due to the high speed of the internet. In ascertaining whether the internet forms the bases for which users visited the library during the extended hour service 251(53%) of the respondents strongly agreed to the statement. A total of 174 (37%) of them were positive that free and high speed of the internet in library motivated them to patronize the extended service hours. Meanwhile, 5 (1%) of the respondents disagreed to the fact that they visited the library mainly to access to internet. Another 2 (0.4%) of the respondents did not value the internet as main reason for visiting the library during the extended service hours but 6 (1.2%) of them were uncertain as to whether the internet was their major reason for patronizing the extended service or not.

Access to power/electricity supply is very important in every aspect of life; without it, nothing seems to be going on well. Power supply has become major source of academic progress to institutions and individuals as well. It is for these reasons that the study sought to find out the perception of users concerning power supply in the library during the extended service hours. It can be seen that a total of 143(30%) of the respondents were optimistic of using the library during

its extended hours due to constant power supply, 186 (39%) of them strongly agreed they used the library because of the available power supply. But, 13(3%) of the respondents were neutral as to whether they used library during the extended service hours for the purpose of constant power supply or not. Meanwhile, a total of 123(26%) of the respondents stated otherwise. Also, 6 (1.2%) of the respondents who strongly disagreed of using the library during that time is as a result of constant power supply. Overall, respondents shared the view that the extended service- hour of the library was helpful.

**Table 5: Opinion on the Users about the Extended-Hour Service**

Item	Satisfied	Very Satisfied	Somehow Satisfied	Not satisfied
Rate library services during extended hours	257 (55%)	42 (9%)	147 (31%)	35(7%)
Rate power supply provided during the extended hours	213 (45%)	38(8%)	201(43%)	19 (4%)

Rate the level of security during the extended hour service	125 (27%)	134 (29%)	204(43.3%)	8 (2%)
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Assessing the extended-hour service in the library, the opinion on the satisfaction of the service was gathered based on some closed-ended questions as depicted in table 6 above. In rating the library services during the extended service hours, a majority 257(55%) of the respondents were pleased with the services, 42 (9%) were very satisfied, 147 (31%) were indecisive as to whether they were pleased with the extended service of the library or not. Meanwhile 35 (7%) of the respondents were not contented with the extended service. Some respondents were of the view that the library extended service hours should be provided throughout each semester. Noise making in the library during the extended service was another concern of the respondents. Generally, it is evident that respondents were satisfied with the services that the library provided during the extended hours.

In response to the level of power supply in the library during the extended-hour service, 213 (45%) responded were satisfied with the level of supply in the library. Another 38 (8%) of the respondents indicated they were very pleased with the power supply and 201 (43%) of them claimed they were also somehow satisfied with the service. On the other hand, 19 (4%) of the respondents were dissatisfied with the rate of power supply in the library. Other respondents stated that faulty power sockets and fans were challenges to them. From the analysis, it could be deduced that the library needs to improve upon the power system for the benefit of users.

Security in an information centre is the most vivacious thing to the clientele. The patronage of the library during any extended service hours is centred on the security of users. In soliciting the views from the respondents, 204 (43.3%) of the respondents claimed they were somehow satisfied with the level of security in library during the extended service hours, 134 (29%) of them were very pleased with the security in the library while 125 (27%) of the respondents said they were satisfied with the security that the library provided. Meanwhile, 8 (2%) of the respondents registered their dissatisfaction of the level of security in the library during the service. Other respondents observed that transportation was a major challenge they faced during the night hours of library service.

## Discussion of Findings

This section presents discussion on the major findings of the study. It offers meanings to the data collected from the study in relation to prior research in the study area. It also looks out for inconsistencies in the literature and compares it with the existing findings.

The patronage of academic libraries during extended service hours in examination periods cannot be associated to students only but other users such as lectures, staff, researchers and other information seekers. It emerged from the data analysis that a majority of the users during the extended service hours were undergraduate students from level 100, followed by the level 200 students respectively. This finding is in congruent with another finding conducted by Ajala, Arinola, Adigun and Ogunmodede (2014) who reported that the patronage of the extended hours in academic libraries were dominated by undergraduate students from level 100, 200 and 300 mainly. This means that relentless efforts are needed by the library to ensure maximum and efficient patronage of the extended hour service by all categories of library users in the university community.

The gender consideration in research is fundamental because it helps to determine the level of dominance between male and female in the study; it also provides an even representation of views of respondents used for the study and hence contributes to in the research process. Finding in table 2 reveals that male 259(55%) students mostly used the library during the extended library-hour service. Ajala, Arinola, Adigun and Ogumodede's (2014) finding on the gender patronage during extended-hour service indicated that males mostly use the library during that time. Even though there is an evidence of high patronage of extended service hours of libraries during examination periods, other respondents suggested that faulty power sockets and fans should be repaired by the library to make them make effective use of the library. The benefits that users drive from extended service hours of libraries during examination periods are enormous and should not be compromised.

Table 3 shows frequency of library visit by respondents during the extended service hours. The finding indicates that a majority 242(51%) of the respondents visited the library from 10pm-5am. This affirms Saka's (2010) finding that a majority of users mostly visit the library during



extended service hours. Some respondents suggested that the night hour service of the library during examination periods should be provided throughout the semester. It can be inferred from the finding that if the library is to satisfy the expectations of users, then extended service hours during examination should be continued and users' expectations should be paramount.

In discussing the purpose of library visit during extended library service hours in table 4, a majority 251 (53%) of the respondents shared the view that they visited the library because of the faster internet access. This is because the library provides free internet to its clientele. It was also realized that due to conducive environment, the respondents visited the library. Other respondents submitted that the library should provide high speed of Wi-Fi so that they could access online information resources in the library according to their aptness. It could be deduced that inaccessibility of the internet by users may seem that the library has shut the door to current information from users and also limiting them from conducting effective and efficient research of information for their academic purposes. Therefore, internet provision is core to library usage.

Most people require serene places to carry out effective studies, libraries are mostly considered to be less distractive and better places for possible learning and assimilation. The results of the study indicates that 224(48%) to the respondents learn well in the library. Another group 215(46%) also believed that they visited the library as a result of a comfortable place that they needed to learn. In addition, 186 (39%) of the respondents also claimed that they visit the library for the purposes of constant power supply that the library provided. Other respondents suggested that library staff should supervise to check on noise making in the library during the extended service to avoid disruption in their studies. The extended library service hours provide positive impact to library users, it also augments the image of the library as well. Curry (2003) attests that users patronize the library extended library-hour service due to the fact that users enjoy the ambience and convenient location of libraries and it helps them to adequately prepare for exams for good academic performance.

Academic libraries in their bid to meet user expectations do not compromise on standards of service delivery; for these reasons, they have backup power systems to supply their users when there are power outages. In rating the satisfaction levels of respondents on power supply of the library during the extended service hours, the finding of the research reveals that 257 (55%) respondents were very satisfied with the power supply in the library during the extended library-

hour service. Also, 213(45%) of the respondents confirmed that they satisfied with the power supply in the library. Meanwhile, 204 (43%) of the respondents claimed they were somehow satisfied with the rate of power supply in the library. Other respondents suggested that the library should improve on the power supply for them to use the library effectively. Saka (2010) and Scarletto, Burhanna and Richardson (2013) confirmed that most library users were satisfied with extended library-hour service because of its relevance. The relevance of library usage to individual users are quite subjective especially with this current dispensation where information and knowledge is key to the development of individuals and societies. More are needed by libraries to carry out their commitments and achieve their goals.

## **Conclusion**

Libraries play a pivotal role in the academic institutions. The current dispensation of information importance has made libraries to be accountable to their users and the society in their service delivery of information provisions. The doors of academic libraries cannot be closed to the enormous information demands and expectations of users; it is for these and many reasons that the Sam Jonah Library and other academic libraries have extended their service hours during the examination period. Generally, the results of the study revealed that the extended service rendered by the library was helpful since it provided users with the space, conducive environment and information resources to prepare adequately for examinations and other educational pursuits. In all, the service has helped to improve on the academic performance of students. Other challenges that users faced during the extended service hours of the library were security issues, faulty electrical sockets and plugs, power interruptions, low speed of the internet and as well as lack of snap spot in the library. In order to alleviate these challenges to ensure maximum patronage of the extended service, library management should put in place mechanisms to ensure full access of the service by users.

## **Recommendation**

The following recommendations were made based on the research findings of the study:

1. It is recommended from the study that library management and the University administration should reconsider the library to provide the extended service hours throughout each semester period so that library users could have enough access to the library facilities for their educational endeavours.
2. It is recommended from the study that the library management should ensure constant power supply in the library, especially during the extended service hours which are deemed crucial to users. Also, faulty electrical sockets and plugs should be repaired or replaced to enable users to power their electronic devices.
3. The study also recommended for the available means of transportation for users during the library extended service hours. The library management should collaborate with the University Transportation Unit and other campus commercial vehicles for students and other library users to have easy access to transportation in order to enable them have access to the library during midnights.
4. It is recommended that the security system should be improved in the library, especially during the extended service hours to ensure the safety of users and other valuables. The library needs to put in place crime detection mechanisms like the closed-circuit television (CCTV) to track down criminal activities in the library. There should be vigilance on the part of library staff to minimize crime and to safeguard library resources and user valuables. Also, users should be educated on how to take care of their valuables in the library.
5. The study also recommended that internet bandwidth should be increased by the University administration so that the users could have access to information online.
6. From the study, it is recommended that snack spot should be available in the library for the users to purchase during the extended service hours.

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